OFFICIAL RESPONSES TO VENDOR QUESTIONS
RFI-2021-OCOM-01-MEDIC

No.	Question	Answer
1.	**Section 2, Background Information** On average, how many fraud cases does the state currently pursue in a typical month?	The Program Integrity unit typically is actively working 10-20 cases at a time. Approximately 1-3 are completed each month in that they are referred to the Medicaid Fraud Control Unit at the Attorney General's office, sent a letter for recoupment and/or education from the state, or closed for lack of evidence.
2.	**Section 2, Background Information** Does this project have an incumbent vendor and, if so, which vendor?	The entity working on data analytics now for program integrity is a contractor of the State's fiscal agent. As part of the electronic Fraud analytics system is a case tracking component. The Program Integrity unit currently does not have a vendor providing a case tracking system.
3.	**Section 3, Objectives, Subsection 3.2, RFI Objectives** What is the business reason for posting this RFI now?	The State is interested in improving its data analytics analysis by employing a dedicated vendor to improve its fraud detection function. In addition, the State is interested in finding a vendor that offers analyzation of the data for outliers in claims analysis.
4.	**Section 3, Objectives, Subsection 3.2 RFI Objectives, Subparagraph 3.2.2. Data Analytics, Paragraph 3.2.2.2.** If there is a prime and subcontractor relationship, do the desired certifications in this RFI apply to both the prime and subcontractor?	Yes, the same qualifications would apply to both the prime and subcontractor.
5.	**Section 3, Objectives, Subsection 3.2 RFI Objectives, Subparagraph 3.2.2. Data Analytics, Paragraph 3.2.2.3.** If the proposed solution is SaaS, but hosted rather than cloud-based, what security certifications will the Department require?	Unknown at this time.

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6.	**Section 3, Objectives, Subsection 3.2 RFI Objectives, Subparagraph 3.2.2. Data Analytics, Paragraph 3.2.2.4.** Would the Department please clarify their definition of "flags"?	These are alerts.
7.	**Section 3, Objectives, Subsection 3.2 Section 3, RFI Objectives, Subparagraph 3.2.2. Data Analytics, Paragraph 3.2.2.7.** Does the Department's Managed Care encounter data have all the fields that are in fee for service claims? Is provider enrollment information analogous across all Managed Care Organizations?	There are some data elements that are not available, such as denial reasons. Any claim data element submitted by the provider on the claim to the MCO is submitted on the encounter. While the encounter data does not contain the Medicaid Provider ID, which is internal to MMIS and FFS claims adjudication, they do contain the NPI. The NPI can be used as a key to link to the provider MMIS record. Provider enrollment is managed through the Department, not the MCOs, so the enrollment information of providers will be the same for all enrolled Medicaid providers.
8.	**Section 3, RFI Objectives, Subparagraph 3.2.2. Data Analytics, Paragraph 3.2.2.7.** How does the state expect to use the data analytics results run against Managed Care Organization data? Is your focus on managed care oversight, to monitor program integrity obligations, or to identify and report on fraud, waste and abuse, or both?	Our intent of using data analytics results run against the MCOs would be to both monitor program integrity obligations and also to identify fraud, waste, and abuse for investigation.
9.	**Section 3, RFI Objectives, Subparagraph 3.2.2. Data Analytics, Paragraph 3.2.2.10.** Is this section referring to "entity resolution," or is "common identifier" referring to simple data matching based on key fields in different datasets?	This is referring to data matching on key fields.
10.	**Section 3, Objectives, Subsection 3.2 RFI Objectives, Subparagraph 3.2.2. Data**	The Program Integrity unit currently uses electronic Fraud detection system case tracking - provided by the State's MMIS vendor to track

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	Analytics, Paragraph 3.2.2.12 Would the Department please provide additional information on this item? Are there existing case tracking databases, and if so would you please provide an example to clarify the request?	cases. The State is now seeking information from vendors who may be able to provide such a service directly to the State.
11.	**Section 3, Objectives, Subsection 3.2 RFI Objectives, Subparagraph 3.2.2. Data Analytics, Paragraph 3.2.2.12** In the data analytics section, please clarify what is meant by "historical case information". What are your conversion expectations?	The system should be able to load historical claims data to build a history to be used in future look back analysis. Historical case information refers to cases that have been resolved by the department including referrals to law enforcement, recoupments, providers who were educated, and closed cases without action.
12.	**Section 3, Objectives, Subsection 3.2 RFI Objectives, Subparagraph 3.2.2. Data Analytics, Paragraph 3.2.2.12** What are the state's specific key performance indicators?	Key performance indicators would be when the data indicates an important spike or other indication in the data such as a high recovery or return on investment. A key indicator would be when the data shows us that the case would be valuable to pursue based upon the amount of overpayment in a case or number of times the violation occurred.
13.	**Section 3, Objectives, Subsection 3.2 RFI Objectives, Subparagraph 3.2.2. Data Analytics, Paragraph 3.2.2.15** Would the Department consider certifications under earlier checklists than MECT 2.3?	Unknown at this time.
14.	**Section 3, Objectives, Subsection 3.2 RFI Objectives, Subparagraph 3.2.2. Data Analytics, Paragraph 3.2.2.15** Will the Department consider solutions that will become MMIS Module MECT 2.3 certified within an established period after contract execution?	Unknown at this time.
15.	**Section 3, Objectives, Subsection 3.2 RFI**	Unknown at this time.

No.	Question	Answer
	Objectives, Subparagraph 3.2.2. Data Analytics, Paragraph 3.2.2.15 Which Impact Level of FedRAMP certification is required? FedRAMP High, FedRAMP Moderate, FedRAMP Low, FedRAMP Low-Impact SaaS?	
16.	**Section 3, Objectives, Subsection 3.2 RFI Objectives, Subparagraph 3.2.2. Data Analytics, Paragraph 3.2.2.16** Is the FedRAMP certification simply preferred, or is it mandatory?	Unknown at this time.
17.	**Section 3, Objectives, Subsection 3.2 RFI Objectives, Subparagraph 3.2.2. Data Analytics, Paragraph 3.2.2.16** If the proposed solution is not cloud-based will the Department still require FedRAMP certification?	Unknown at this time.
18.	**Section 5, RFI Explanation and Questions** Would references be acceptable?	Yes
19.	**Section 5, RFI Explanation and Questions, Section 5.3.1. Vendor Organization/Experience Question 2.** Would similar improper payments detection experience in other verticals (i.e. financial and unemployment) and having a framework that extends to healthcare fraud be welcome here?	Yes, that would be considered, however highest preference would be given to framework experience in Program Integrity.
20.	**Section 5, RFI Explanation and Questions, Section 5.3.2, Data Analytics** Is it the state's intention for the vendor to pursue cases when they identify fraud with a	The state will pursue fraud, waste, and abuse cases. The vendor will be asked for data analytics services and a case tracking product, but the investigation into the cases will be performed by the State.

No.	Question	Answer
	provider or will the state pursue the cases?	
21.	**Section 5, RFI Explanation and Questions, Section 5.3.2, Data Analytics: Recommended Approaches and Section 5, RFI Explanation and Questions, Section 5.3.3., Case Management: Recommended Approaches** In order to effectively answer questions Q11, Q12, Q19 and Q20 regarding staff training and levels of support, please provide the number of existing staff with roles/functions. Will all staff members have access to data analytics and case tracking? If not all, then which user roles will be expected to use data analytics and which will use case management?	Existing staff in the program integrity unit consists of a Program Integrity Administrator, 3 nurse reviewers, and 1 non-nurse reviewer. All 5 of these employees will have access to the data analytics and case tracking system, as well as the Fraud, waste, and abuse supervisor and division directors in their oversight capacity.
22.	**Section 5, RFI Explanation and Questions, Section 5.3.2, Data Analytics** Can the state describe the current reconciliation process with the provider once they pursue a fraud case?	Once the State investigates a case, the State will refer a case to the Attorney General's office division of Medicaid Fraud Control Unit if there is a credible allegation of fraud. If there is not a credible allegation of fraud, but a provider was still overpaid, the State will pursue a recovery from the Provider and/or provide education on proper billing practices. If after an investigation there is no evidence of an overpayment or wrongdoing, the State may close the case.
23.	**Section 5, RFI Explanation and Questions, Section 5.3.3., Case Management: Recommended Approaches** How many users are expected to be signed in to either the data analytics or case tracking solution at the same time? Of those users, how many are staff members or internal users?	Again, there are 5 staff members who could be signed into the data analytics system or the case tracking system at the same time. These would all be staff members at the State.
24.	**Questions, Section 5.3.3., Case**	At least 6 years of historical data would be expected to be stored and

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	Management: Recommended Approaches How many years of historical Medicaid data is expected to be maintained and available within the program integrity data analytics solution?	available although a longer history including 10 years back would be preferable.
25.	**Section 6.2, RFI Timetable** If a formal solicitation, like an RFP, were to be released for this project, what is its anticipated release date?	Unknown
26.	If there is no current Medicaid program integrity data analytics vendor, has there been one in the past, and if so whom?	No and there wasn't one in the past.
27.	Has the Department seen any demonstrations of Medicaid program integrity data analytics or case tracking solutions in the year prior to this RFI? If so, by whom?	No, we have not.
28.	Does the Department have an established budget for procuring a Medicaid program integrity data analytics and case tracking solution?	None at this time.
29.	Does the Department have a timeline for when they plan to procure a Medicaid program integrity data analytics and case tracking solution?	At this time the Department does not have a timeline for future procurement of a Medicaid program.
30.	Can you provide the different roles of the users who will be utilizing the solution?	Existing staff in the program integrity unit consists of a Program Integrity Administrator, 3 nurse reviewers, and 1 non-nurse reviewer. All 5 of these employees will have access to the data analytics and case tracking system, as well as the Fraud, waste, and abuse supervisor and division directors in their oversight capacity.

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31.	What are the challenges that your agency hopes to resolve with this RFI and everyone's answers?	The state agency hope to be better informed of the products and services available in the area of data analytics and case tracking prior to issuing an RFP that will eventually lead to choosing a vendor.
32.	What are the pain points with the current processes and services?	The state currently does not have a vendor performing data analytics services so there is a lack of potential provider fraud information.